Changing User Roles

Last Modified on 10/20/2025 11:19 am EDT

Version: 4.9 5.0 5.1+

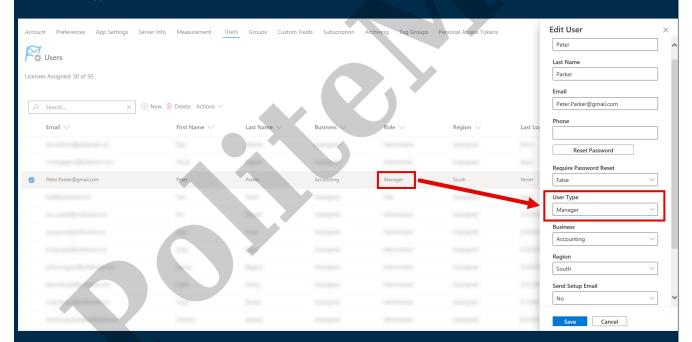


Please note that only Admins can perform this function, and only if SSO is NOT enabled. If SSO is enabled, all user roles are pulled from the source; changes to users must be made at the source level (Entra ID, etc).

If you want to change a user's role (Administrator, Manager, User) go to **POLITEMAIL** > **Account** > **Users**.

Select the user's name to open the Edit User window.

Under User Type, select the new role for the user.



Click Save when finished.